Military Health System
Health Care Reengineering:

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Title of Initiative: RESOURCE SHARING EFFICACY TRACKING IN REGION 6

Type of Initiative: Region-wide

Implementation Site(s): TRICARE Southwest

Implementation Location(s): San Antonio, TX

Date Submitted: November 2001

DESCRIPTION OF INITIATIVE

Region 6 developed a user-friendly tool that enables Military Treatment Facilities (MTF) Commanders and staff to monitor their Resource Sharing Agreements (RSAs) on a recurring basis. The tool is directed toward spotting trends and identifying changes as they occur. Region 6 developed and recommended implementation of a RSA Efficacy Tracking Tool at MTFs. The tool requires monitoring the following data elements:

- Resource Sharing Provider workload (CHAMPUS and Non-CHAMPUS)
- Clinic workload (Baseline and Current)
- Resource Sharing Analysis CHAMPUS target
- Workload credit required by RSA

The Resource Sharing tracking tool provides data for the Commander and staff to drive decisions related to resource sharing. The RSAs have been a provision of managed care support contracts since 1995. Some RSAs still exists in their original form in facilities that may have downsized or changed service mix. The quantity of agreements in force has caused considerable strain on MTFs ability to monitor their RSAs. The number of RSAs multiplied rapidly as managed care support contractors sought to recoup discounts given to the government in anticipation of future reductions in CHAMPUS costs.

Results of Initiative:

MTFs using the tool have determined the following:

- Workload credit reporting irregularities
- Over/under reporting of workload credit

- Apparent workload shifting to resource sharing providers
- Identification of increase/decrease in resource sharing support for specific specialties
- Other clinic changes previously unknown to the MTF leadership

A successful Resource Sharing program requires timely information to evaluate whether the agreements are meeting their intended purpose. Continued monitoring is critical to commanders as they seek to make informed decisions involving MTF resources. Putting the RSA in place is just one step in the process.

POINT OF CONTACT (POC) INFORMATION

Primary POC: MAJ Christopher Meilinger

Job Title: Chief, Resource Sharing

Telephone: (210) 292-3245

Fax: (210) 292-3222

E-mail Address: christopher.meilinger@tricaresw.af.mil

HCR PROGRAM CONTACT INFORMATION

➤**Web:** *www.tricare.osd.mil/hcr/*
➤**E-mail:** mhshcr@tma.osd.mil
➤**Telephone:** 703/681-0084
➤**Fax:** 703/681-7668
➤**DSN Prefix:** 761

➤**Mail:**
TRICARE Management Activity
MHS, HCR
ATTN: Innovations & Initiatives
5111 Leesburg Pike, Suite 810
Falls Church, VA 22041-3206